



# One Care: Implementation Council Meeting

Executive Office of Health & Human Services

MassHealth Demonstration  
to Integrate Care for Dual Eligibles

September 16, 2016, 1:00 PM – 3:00 PM  
1 Ashburton Place, 21st Floor , Rooms 1-2  
Boston, MA



# Upcoming Targeted Outreach Events

September One Care Targeted Outreach Events	
One Care Drop in Events	
Suffolk County	Worcester County
<b><i>Monday, September 12, 2016</i></b> 9:00 a.m.–12:00 p.m. Boston Health Care for the Homeless Program 780 Albany St. Boston, MA 02118	<b><i>Tuesday, September 20, 2016</i></b> 1:00 p.m.–4:00 p.m. Community Healthlink 68 Jaques Ave. Worcester, MA 01610
<b><i>Saturday, September 17, 2016*</i></b> 11:00 a.m.–2:00 p.m. Upham's Corner Health Fair Strand Theater 543 Columbia Rd. Dorchester, MA 02125	<b><i>Friday, September 23, 2016</i></b> 11:00 a.m.–2:00 p.m. Worcester Public Library Banx Room 3 Salem St. Worcester, MA 01608

- At each event, members can drop by to talk one on one with MassHealth staff\* as well as Commonwealth Care Alliance and Tufts Health Plan representatives about One Care.
- Free snacks will be available!
- These events are targeted towards members included in the ongoing passive enrollment wave (for an October 1, 2016 effective enrollment date into CCA), but are also open to anyone who's interested.
- Please spread the word to your networks - contact Kate Russell for copies of the flyer and/or directions to the events.

\*Note: MassHealth representatives will not be in attendance at the September 17<sup>th</sup> event.



# One Care Outreach Efforts

## ■ Outreach/Enrollment Packages and Expected Mailing Dates:

### 1. Former Fallon Total Care (FTC) Members:

- Key messages:
  - One Care available in the area again; get the enhanced One Care benefits FTC offered
  - Highlight by name when member's primary care provider (PCP) from FTC is now in network of another plan
- Members in Hampden and Hampshire counties – *September 9, 2016*
- Members in Worcester County – *October 2016*

### 2. Recently Eligible Members:

Members eligible for One Care who have not yet received a One Care enrollment package from MassHealth – *Starting October 2016*

### 3. Members who had Opted Out:

- Plan to highlight benefits of One Care and high Demonstration Year 1 (DY1) quality scores
- May stagger mailings by opt out date:
  - Members who opted out in DY1 – *Starting October 2016*
  - Members who opted out in DY2 and DY3 (2015 and later) – *Late 2016/Early 2017*

- **Events:** MassHealth will participate in and welcomes suggestions about local community events to share information about One Care

*We welcome continued discussion about and ideas for outreach with the Implementation Council*



# Growth Strategies and Changes for 2017

- MassHealth and CMS are working towards a sustainable growth path for increasing enrollment in One Care over the coming year.
- MassHealth considers and will continue to monitor these and other areas to understand plan capacity to accept passive enrollments:
  - timely assessment completion
  - administrative and staffing capacity
  - network adequacy
  - general good standing, including contract management issues, reporting, and financial status
  - timely claims payment (plan to increase reporting frequency)
- Growth strategies will include outreach and passive enrollment, including some changes to how we use passive enrollment
  - MassHealth will target passive enrollment to MassHealth members who are gaining Medicare eligibility (new dual eligibles)
    - MassHealth may also include members currently eligible but unenrolled, as we have done previously
  - MassHealth plans to include counties with 1 plan and with partial county coverage in passive enrollment



# Approaches for New Dual Eligibles

MassHealth is going to begin targeting passive enrollment and outreach to members as they become dual eligible

- MassHealth members who gain Medicare eligibility (new Medicare duals)
  - Likely in an MCO or PCC Plan before getting Medicare
  - Goal is a smoother transition for members, as they can move directly from one managed care delivery system (MCO/PCC) into One Care, rather than from managed care to fee-for-service
  - Use point of transition to offer One Care as better option (no copays, more benefits)
- Starting January 2017, MassHealth will passively enroll members whose Medicare begins the month of the passive enrollment
  - One Care enrollment date would be the same as their Medicare enrollment start date
  - 60-day and 30-day advance notices to members; can opt-out or disenroll at any time
  - 90-day continuity of care period after joining One Care, during which they can continue to see their previous providers
- Whenever possible, MassHealth will match members newly eligible for One Care:
  - Primary care provider relationships, including matching members whose PCP is in Commonwealth Community Care (CCC) to CCA
  - Members without a PCP match who are enrolled in Tufts' MCO would be matched to Tufts Health Unify in their One Care service areas
- MassHealth is updating current outreach materials for new dual eligible members, and plans to send enrollment packages to MassHealth members gaining Medicare in the other (non-passive) months
- MassHealth will use this experience with new Medicare duals to target outreach and enrollment strategies for members with Medicare who gain MassHealth

# Reprocurement of Individuals to Serve on the Implementation Council



- The term for existing Implementation Council members currently runs through December 2016
- In the next month, MassHealth expects to announce a new opportunity for individuals to participate on the Implementation Council. The new term would begin in or near January 2017, and last through at least December 2018.
- The Council will continue to be majority MassHealth members, or family members
- We welcome individuals who currently or have previously served on the Implementation Council to apply
- MassHealth anticipates that the procurement will be very similar to the original process
- When available, procurement materials, including an updated FAQ and nomination form, will be available from:
  - One Care website: <http://www.mass.gov/masshealth/onecare> under “One Care News and Community”
  - COMMBUYS: <https://www.commbuys.com>
  - Duals Demonstration website: <http://www.mass.gov/masshealth/duals> under “Related Information”
  - MassHealth will also share information via stakeholder email



**Visit us at: [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare)**

**Email us at: [OneCare@state.ma.us](mailto:OneCare@state.ma.us)**